

# Maryland WebTax Project

2005 National Tax Conference - Boise

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# Introduction

- This will provide you with an insider's view of an Internet automation project
- My background - Accounting, not IT

# Topics of Discussion

- Background
- Why?
- Perspectives from the Employer
- Perspective from the State
- Discussion of the newest version
- A look toward the horizon



Baltimore's Jobless Lined Up Around the Block Today at the State Unemployment Offices in 1100 Block North Eutaw Street

—News American Photo by Paul T. Wright

Two Bills  
To Extend  
Jobless Pay

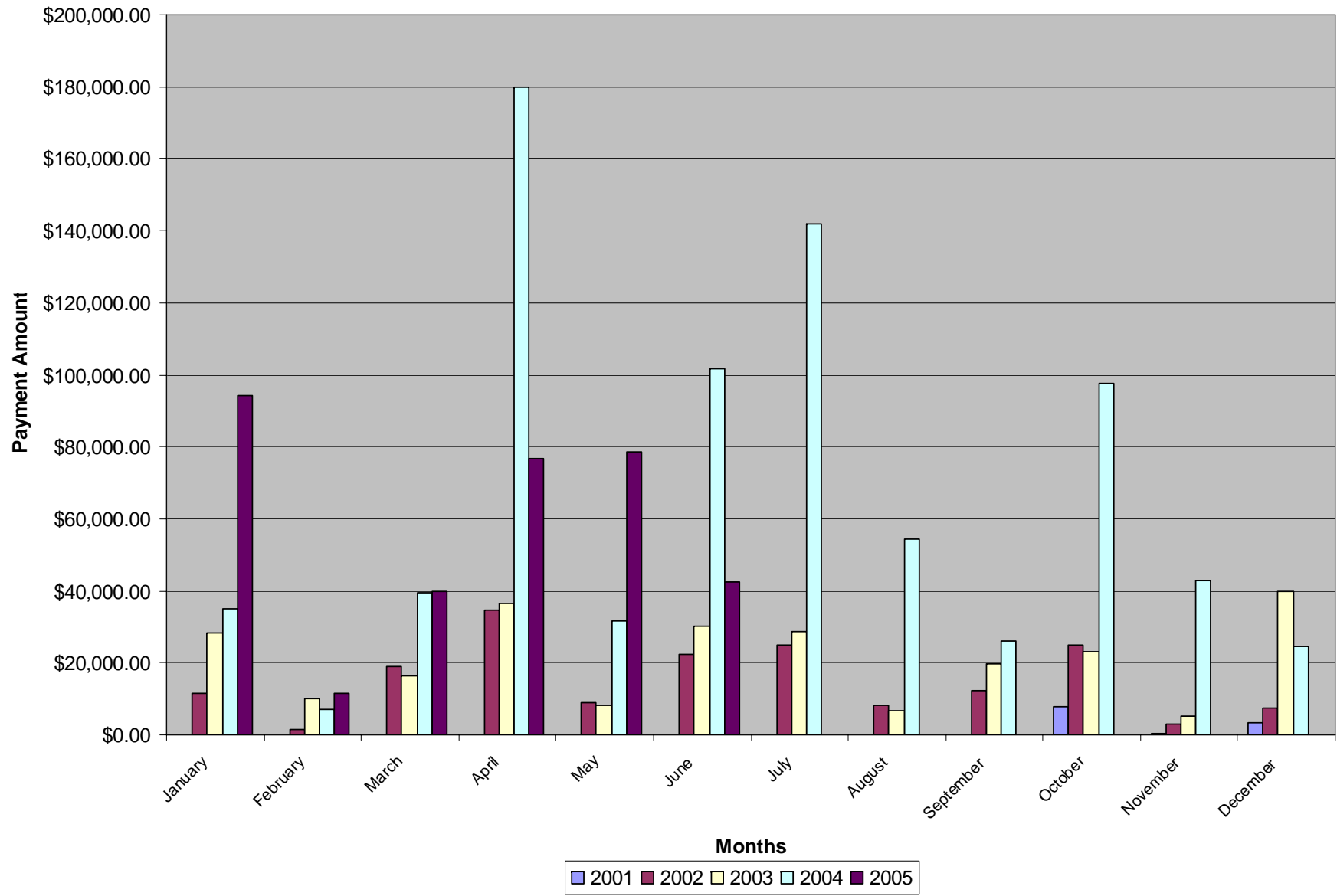
## *6 Million Jobless for Holidays*

Headline from "The News American, Baltimore, MD, Monday, December 23, 1974".

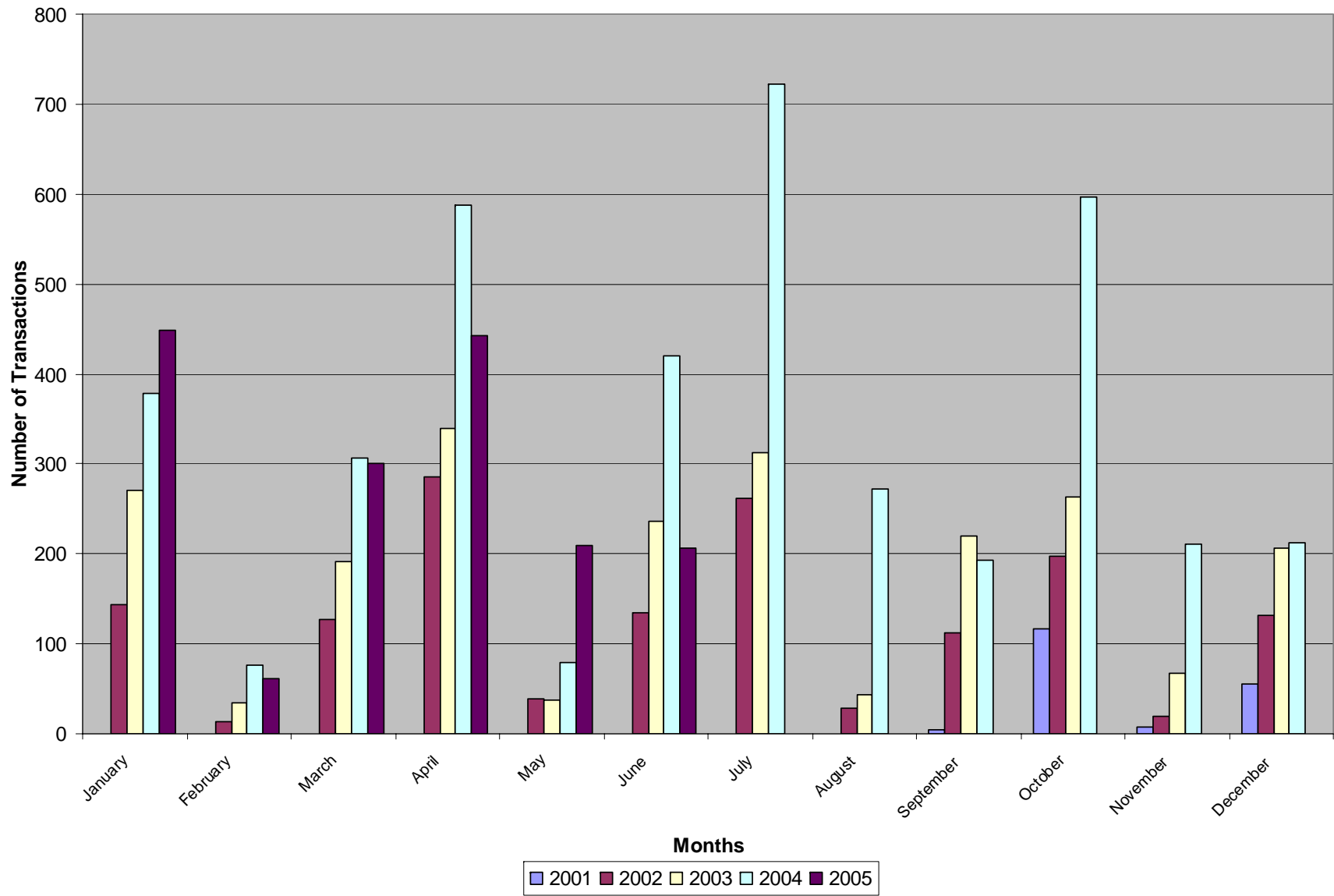
# Background

- Maryland began its first UI Tax Web application in 1999/2
- ITSC Project
- Pilot 99/2 - 200 filers
- Production 99/3 - 1,800 filers
- Steady, yet modest growth to about 8,000 filers for 04/3
- Introduced Credit Card payment interface September 2001
- Official Payments Corporation
- Maximum # wage records per employer - 100
- No automatic calculation of penalty or interest
- “Hands-on” file maintenance and data transfer
- Maryland - 140,000 employers - 2.8 million wage records

### UI Credit Card Payments



### UI Credit Card Payments



# Why Change Now?

- Stagnated growth - 6% penetration
- Give the employers what they want
- Expand functionality
- Improve system reliability
- Improve data transfer
- Improve system administration



# Perspective from the Employers

- Password validation issues
- Easier calculation of tax due, including penalty and interest
- Limitations on the number of employees able to be reported
- Limitations on the number of quarters available for filing
- Limitations on electronic payments - want direct debit
- No method to change address
- No method to close account
- No account-specific information available for inquiry
- No means to review filing after submission

# Perspective from Maryland UI

- Password maintenance issues
- Provide all taxes due, including penalty and interest
- Expand the number of employers eligible to use application
- Expand the number of quarters available for filing
- Expand electronic payments - allow direct debit
- Provide method to change address
- Provide method to close account
- Provide account-specific information
  - ◆ rating notices
  - ◆ benefit charge statements
  - ◆ detailed receivable records
- Provide means to review filing after submission
- Limit Facsimile report filing

# Current version of WebTax

- Employers self-register password
- When filing, prior balance calculated daily
- Employers provided with pre-printed wage info for up to 200 employees - They may add as many as they want.
- Employers may pay by E-Check - FREE direct debit
- Employers provided E-Mail link to close account
- Employers provided Acrobat to Print / Save filing
- Employers given the option to file electronic wage files by using WebWage - Up to 4,000 wage records may be sent via the WebTax application. WebWage allows you to complete your filing obligation on-line: wage file, tax report and payment - all electronic
- Tax data automatically updated to the mainframe - next day
- Demo <https://test-secure-2.dllr.state.md.us/webtax/welcome.aspx>



*State of Maryland*

DEPARTMENT OF LABOR, LICENSING, AND REGULATION  
Division of Unemployment Insurance

[Employer Help](#)

[User Manual](#)

[PINs From The  
Previous Internet  
Version Supplied On  
The Paper Form Will  
Not Work In This  
Version. Click Here  
To Enroll Now And  
Create Your PIN.](#)

[To Register A  
New Business](#)

## Quarterly Online Contribution & Employment Report For Employers

*Welcome to the Division of Unemployment Insurance Contributions Division's online  
version of the Quarterly Contribution & Employment Report.*

### ENROLLED EMPLOYERS

Enter your Maryland Unemployment Insurance (UI) Employer Account Number  
and PIN.

Employer Account Number \*: 00

PIN \*:

Forgot your PIN? [Click Here](#)

LOG ON

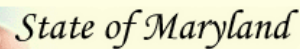
\* represents required field

**IF YOU DID NOT PREVIOUSLY ENROLL TO USE THIS INTERNET  
APPLICATION, AND WOULD LIKE TO NOW, CLICK THE BUTTON  
BELOW:**

ENROLL ME NOW

[Web Accessibility](#)

[Privacy Statement](#)



LOG OFF

[Close My Account Request](#)

Employer: L. HILL MANUFACTURING & TRADING COMPANY  
TRADE

Late filing accepted through 9/30/2005 with applicable [penalties and interest](#).

- File both the Contribution & Employment Report.
- File a Contribution Report stating no wages paid for this quarter.
- File my Contribution & Employment Report using the [Web-Wage Application](#).

CONTINUE

FOR SECURITY REASONS, IF YOU LEAVE THIS SITE CLICK [LOG OFF](#).

## Web Accessibility

## Privacy Statement

[Employer Help](#)

## Quarterly Employment Report

Employer:

Employer ID Number:

Quarter Ending Date: 6/30/2005

Due Date: 7/31/2005

Enter the employee wages below.

- If you have questions on how to enter the data in any of the boxes, please click on [Employer Help](#).
- If you have many employees, you are encouraged to click the save button periodically. Failure to complete this report within 2 hours will terminate your session to the last saved status.
- If the social security number or name appears with an error, please correct the displayed data and then enter the wage amount.

[Wage Report View:](#)

In order by Employee SSN ascending

SAVE

Employee Soc. Security Number	First Letter Of The First Name	First Three Letters Of The Last Name	Employee Wages
179	J	FRO	\$ .00
194	R	HAN	\$ .00
207	K	MCC	\$ .00
209	K	WOO	\$ .00
212	L	FOS	\$ .00
213	S	GIL	\$ .00
214	S	GAM	\$ .00
214	M	LEW	\$ .00
215	D	LEL	\$ .00
218	D	MAR	\$ .00
220	W	FOS	\$ .00

[View previous 20 records](#)

[View next 20 records](#)

Page 1

To add records, click the button to the right.

ADD EMPLOYEE

NOTE: If this is the last page of employees and you have entered the last employee wage amount, click the "UPDATE" buttons below to make sure the totals are up-to-date.

207605764		MCC	\$ 7989 .00
209545754		WOO	\$ 845210 .00
212700161		FOS	\$ 9999 .00
213388690		GIL	\$ .00
214767380		GAM	\$ .00
214926756		LEW	\$ .00
215748330	D	LEL	\$ .00
218687071	D	MAR	\$ .00
220269551	W	FOS	\$ .00

[View previous 20 records](#)

[View next 20 records](#)

Page 1

To add records, click the button to the right.

[ADD EMPLOYEE](#)

NOTE: If this is the last page of employees and you have entered the last employee wage amount, click the "UPDATE" buttons below to make sure the totals are up-to-date.

TOTAL NUMBER  
OF EMPLOYEES:

0

[UPDATE](#)

TOTAL AMOUNT  
OF WAGES:

\$0

[UPDATE](#)

For the quarter, indicate below how many employees were [paid wages](#) in each month. To qualify, the payroll period must include the 12th day of the month.

April, 2005 \*: 4

May, 2005 \*: 5

June, 2005 \*: 5

Enter the excess wage amount for this quarter. If there are no [excess wages](#), enter a zero.

\*\$ 12345 .00

**Note: If you fail to complete this report within 2 hours, your session will terminate and revert to the last saved status.**

[CONTINUE](#)

[SAVE](#)

[SAVE & QUIT](#)

[CANCEL](#)

FOR SECURITY REASONS, IF YOU LEAVE THIS SITE CLICK [LOG OFF](#).

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State of Maryland

DEPARTMENT OF LABOR, LICENSING, AND REGULATION  
Division of Unemployment Insurance

[LOG OFF](#)

[Employer Help](#)

### Quarterly Contribution & Employment Report Online Form for Employers

Employer:  Employer ID Number:   
Quarter Ending Date: 6/30/2005 Due Date: 7/31/2005

Total Wages paid:	\$875,736.00
<a href="#">Excess wages</a> paid:	\$12,345.00
Taxable wages:	\$863,391.00
Your tax rate:	.0360
Contributions due:	\$31,082.08
Prior Balance as of 7/1/2005:	\$0.00
<a href="#">Penalties:</a>	\$0.00
<a href="#">Interest:</a>	\$0.00
Net Payment Due:	<b>\$31,082.08</b>

To correct wage information, click the PREVIOUS button.

By clicking on the "SUBMIT" button you are certifying that the information contained herein is true and correct to the best of your knowledge. YOU WILL NOT BE ABLE TO EDIT ANY INFORMATION ON A PREVIOUS PAGE ONCE YOU CLICK ON THE 'SUBMIT' BUTTON.

FOR SECURITY REASONS, IF YOU LEAVE THIS SITE CLICK [LOG OFF](#).

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Division of Unemployment Insurance

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[Provide Feedback  
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this Website](#)

[Submitting a  
Correction](#)

[Submission  
Date and Time](#)

### Quarterly Contribution & Employment Report Online Form for Employers

Employer: [REDACTED]

Employer ID Number: [REDACTED]

Quarter Ending Date: 6/30/2005

Due Date: 7/31/2005

## YOUR ONLINE CONTRIBUTION REPORT WAS ENTERED SUCCESSFULLY

**The Confirmation Number is: UICR14343107012005**

Date and Time of Submission: 7/1/2005 At 2:34 PM (EST)

Select your method of payment below and click on the "CONTINUE" button.

- ☐ Credit Card (Employer Fee = Greater of \$1.00 or 2.5% of Tax Paid)
- ☐ Direct Debit (Electronic Check) (Free - No Charge to the Employer)
- ☐ Paper Check & ACH Credit (Go Directly to the Print Confirmation Page)

You will have the opportunity to print proof of your submission including the confirmation number after the payment process has completed.

FOR SECURITY REASONS, IF YOU LEAVE THIS SITE CLICK [LOG OFF](#).

[Web Accessibility](#)

[Privacy Statement](#)

[Return to the Confirmation Number Page](#)

[Employer Help](#)

## Electronic Check Payment Process

The pre-filled amount is the total payment due. You may edit the amount if you wish to remit a partial payment. Unpaid amounts are subject to interest at the rate of 1.5% per month.

Payment Amount \*:

Please enter the electronic check information below. The date of the check will default to today's date. We are unable to store your check information for a future date. If you wish to complete your filing now, and make your payment at a future time, click the "Return To Confirmation Page" button below and select the 3rd radio button: "Paper Check". Follow the instructions to print your reports and complete your filing. When you are ready to make your electronic check payment, go to <https://www.officialpayments.com/echeck/index.jsp> and follow the instructions.

Account Type \*:

Routing Number \*:

Account Number \*:

The diagram shows a check with the following fields highlighted:

- PAY TO THE ORDER OF**: \_\_\_\_\_
- MY LOCAL BANK**  
679 Main Street  
Mytown, MD 11223
- FOR**: \_\_\_\_\_
- Routing Number**:
- Account Number**:
- Check No. (Do Not Include)**:
- 123456789 1234567891234 4523**

Note: The account name and billing address must be the same as on the account.

Name on the Account \*:

Street Address \*:

City \*:

State \*:

Zip \*:

Please Number \*:

[LOG OFF](#)

[Return to the  
Confirmation  
Number Page](#)

[Employer Help](#)

### Credit Card Payment Process

The Maryland Unemployment Insurance Contributions Unit has contracted with Official Payments Corporation to process your payment via credit card. Official Payments Corporation charges a [convenience fee](#) for this service. The Maryland Unemployment Insurance Contributions Unit does not receive any portion of this fee.

The pre-filled amount is the total payment due. You may edit the amount if you wish to remit a partial payment. Unpaid amounts are subject to interest at the rate of 1.5% per month.

Payment Amount \*:

Convenience Fee:

Please enter the credit card information below.

Credit Card Type \*:

Credit Card Number \*:

Expiration Date \*:

Note: The cardholder name must appear exactly as it does on your card and you must use the billing address which is on the account.

Name on Card \*:

Street Address \*:

City \*:

State \*:

Zip \*:

Phone Number \*: (  )  -

Please review Official Payments Corporation's current Terms and Conditions by clicking on the "Terms and Conditions" link below. Acceptance of these terms is required in order to proceed with the transaction.

[LOG OFF](#)

[Employer Help](#)

[Provide Feedback  
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this Website](#)

[Submission  
Date and Time](#)

[Submitting a  
Correction](#)

[To Register A  
New Business](#)

[America's Job  
Bank:  
Employer  
Services](#)

[Maryland  
Careernet:  
Employer  
Services](#)

**PLEASE PRINT PROOF OF YOUR SUBMISSION USING THE LINKS BELOW.  
You will NOT have another opportunity to print your reports.**

[Print Contribution Report](#)

[View and Print Employment Report](#)

[Download the Report Summary in Adobe Acrobat Format](#)

[Return to the Confirmation Page](#)

**YOU HAVE NOW COMPLETED THE ONLINE SUBMISSION PROCESS.  
USE THE "LOG OFF" LINK TO LOG OFF THIS EMPLOYER ACCOUNT.  
REMEMBER, YOU MUST PRINT YOUR PROOF OF SUBMISSION BEFORE YOU LOG OFF.**

**(Accountants or Employers with more than one employer account must still log off this  
employer account first. Once you return to the welcome page, log in the next account.)**

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**STATE OF MARYLAND  
DEPARTMENT OF LABOR, LICENSING AND REGULATION  
DIVISION OF UNEMPLOYMENT INSURANCE**

**Maryland Unemployment Insurance Quarterly Contribution &  
Employment Report**

**Confirmation and Summary Form**

**Confirmation Number: UICR14343107012005**

Submission Date/Time: 7/1/2005 At 2:34 PM (EST)

Employer No.: [REDACTED]

Employer: FO

Quarter Ending Date: 6/30/2005

Due Date: 7/31/2005

Number of Employees Paid Wages in Each Month:

April, 2005: 4

May, 2005: 5

June, 2005: 5

Total Wages: \$875,736.00

Excess Wages: \$12,345.00

Taxable Wages: \$863,391.00

Your Tax Rate: .0360

Contributions Due: \$31,082.08

Prior Balance: \$0.00

Penalties: \$0.00

Interest: \$0.00

STATE OF MARYLAND  
DEPARTMENT OF LABOR, LICENSING AND REGULATION  
DIVISION OF UNEMPLOYMENT INSURANCE

**Maryland Unemployment Insurance Quarterly Contribution & Employment Report**  
**Confirmation and Summary Form**  
**Confirmation Number: UICR14343107012005**

Submission Date/Time: 7/1/2005 At 2:34 PM (EST)

Employer No.:

Employer: FOI

Quarter Ending Date: 6/30/2005

Due Date: 7/31/2005

Number of Employees Paid Wages in Each Month:

April, 2005: 4                      May, 2005: 5                      June, 2005: 5

Total Wages: \$875,736.00

Excess Wages: \$12,345.00

Taxable Wages: \$863,391.00

Your Tax Rate: .0360

Contributions Due: \$31,082.08

Prior Balance: \$0.00

Penalties: \$0.00

Interest: \$0.00

Net Payment Due: \$31,082.08

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METHOD OF PAYMENT: PAPER CHECK

Remit the payment voucher (last page of PDF file) with a check in the amount of \$31,082.08 to:

Office of Unemployment Insurance

P.O. Box 17291

Baltimore, MD 21297-0365

If you do not have a printer, write the Employer Identification Number (EID), and Confirmation Number on your check, and mail it to the address shown above.

Make Checks Payable To: Maryland Unemployment Insurance Fund

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**Employee Wage Information:**

<u>County No.</u>	<u>Name</u>	<u>Wages</u>
	JFRO	\$ 4,644.00
	RHAN	\$ 7,894.00
	KMCC	\$ 7,989.00
	KWOO	\$ 845,210.00

STATE OF MARYLAND  
DEPARTMENT OF LABOR, LICENSING AND REGULATION  
DIVISION OF UNEMPLOYMENT INSURANCE  
Unemployment Payment Voucher for Internet Application

---

Employer Name:  
Employer Account Number: 0070000112  
Confirmation Number: UICR14343107012005  
Payment Amount: \$31,082.08

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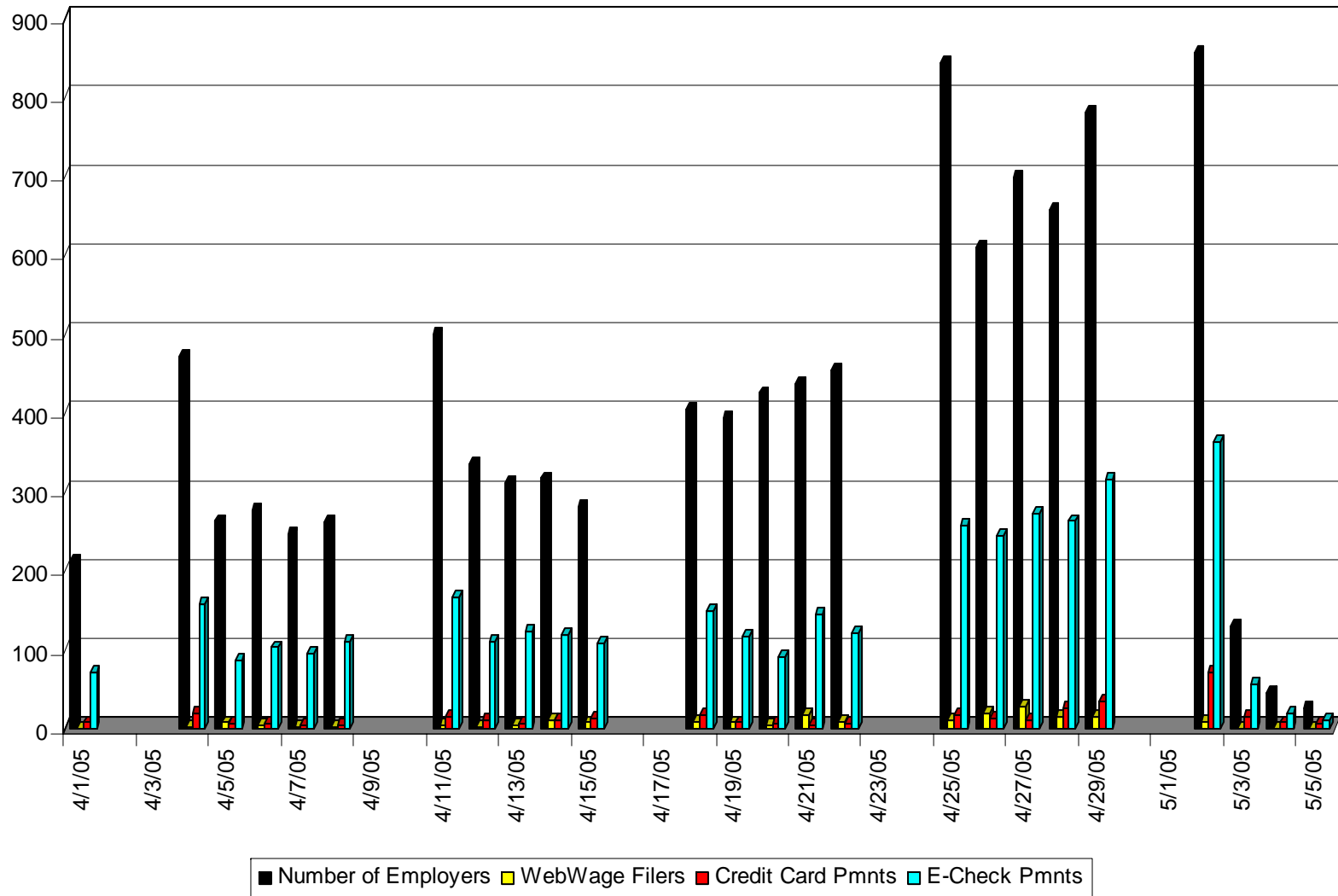
*Please mail this voucher and your payment in the envelope provided with your return to:*

DIVISION OF UNEMPLOYMENT INSURANCE  
P.O. Box 17291  
BALTIMORE, MARYLAND 21297-0365

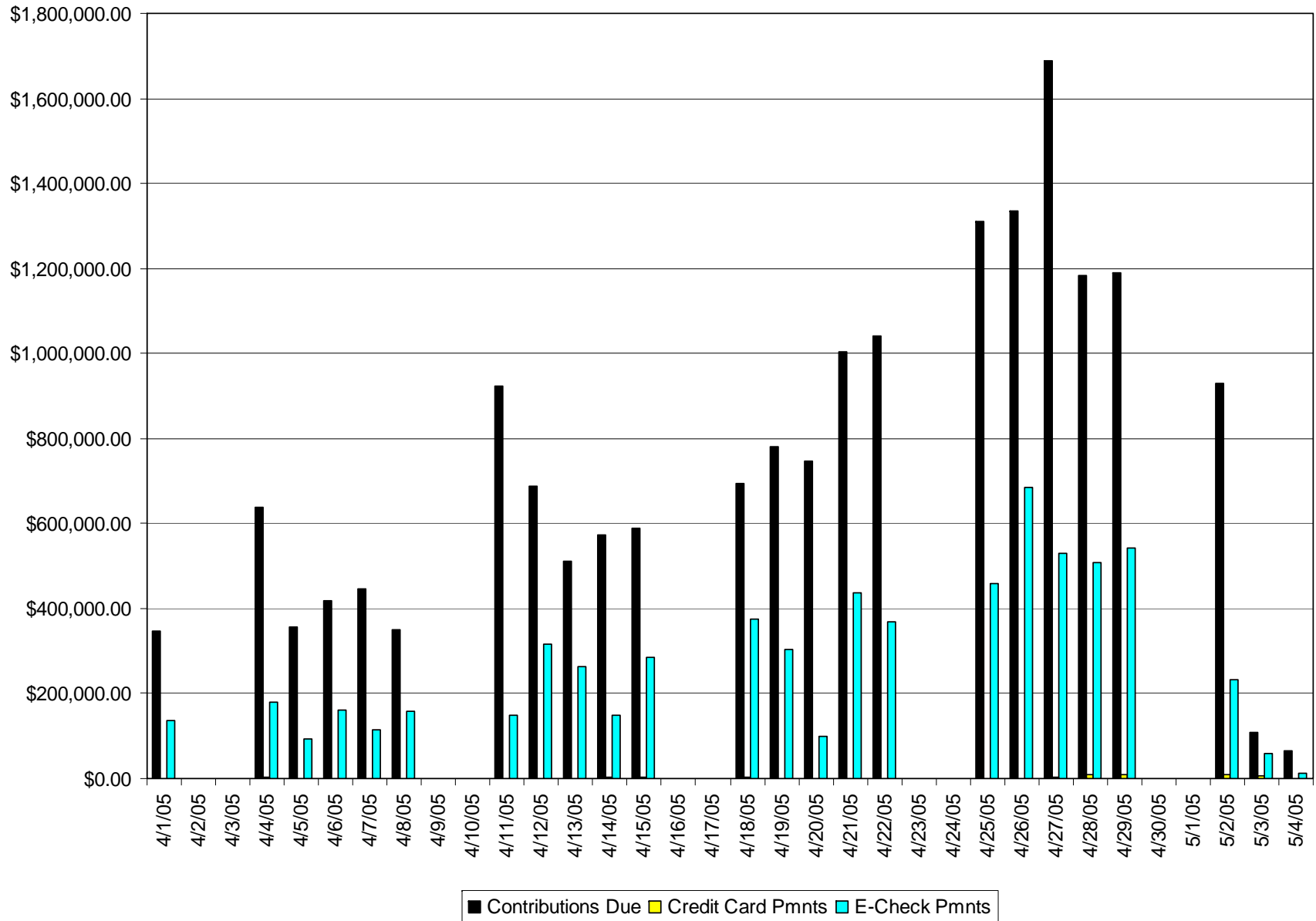
Form Printed Date: 7/1/2005



# WebTax Activity 2005 First Quarter Transaction Counts



# WebTax Summary 2005 First Quarter Payment Data





# Next Phase

- Create opening menu with multiple options
- Access to Rating notices (2003 and 2004)
- Access to quarterly benefit charge statements
- Access to WebTax tax-filed returns

# Improvements for 2006

- Enable WebTax to use Neon Shadow software product
  - ◆ On-Line real time access and update
  - ◆ Eliminate huge file transfers
  - ◆ Enable on-the-fly excess wage calculation
- Enable real time address change

# Lessons Learned

- Passwords
  - ◆ 1,392 employers requested a password re-set
  - ◆ Automate the process - Employers knowing their UI, FEIN and prior quarter taxable wages can re-set their own password.
- Feedback
  - ◆ Employer / Accountant feedback important
  - ◆ Continuous improvement loop
- Advertise
  - ◆ Take every opportunity to get the word out - Agency mailings, Agency Web site, Employer seminars and meetings, Accounting associations, payroll groups
- Penalize - As a last resort, penalize employers refusing to file non-complaint forms